ABSTRACT OF THE DISCLOSURE

Methods and apparatus are disclosed for a technician to access an intranet through a systems interface to back-end legacy systems. Generally, a technician logs a computer into a systems interface that permits access to

5 back-end legacy systems. Preferably, the systems interface is located on at least a first network address. Preferably, the systems interface includes a first server with middleware for managing the protocol interface. Preferably, the systems interface includes a second server for receiving requests and generating legacy transactions. After the computer is logged in, a request for

10 access to an intranet is made. Preferably, the request results from the technician selecting an icon or engaging a software button. After the request is processed, a message is sent from the systems interface to the computer. The message causes the computer to launch a software application that seeks out a separate network address corresponding to the intranet. Preferably, the

15 software application is a browser that seeks out a technician home page on the intranet. The systems interface routes communications from the computer to the separate network address. Preferably, the message cause the first server to route the computer from the first network address to the separate network address.